



The Orchard Retreat & Spa Srinagar

TERMS & CONDITIONS:

ADIMISSION

- Memberships are processed by The Orchard Retreat & Spa, Srinagar and are valid as of the joining date.
- Memberships are non-transferable.
- The applicant shall be admitted as a member of The Orchard Retreat & Spa, Srinagar and will be entitled to its membership privileges, only after the membership application process is completed and rules & regulations have been agreed to, as acknowledged by the signature at the bottom of this document.
- The Orchard Retreat & Spa, Srinagar reserves the right to refuse admission to any member or guest whose conduct is in serious breach of The Orchard Retreat & Spa's Rules and Regulations and in such case membership will be cancelled.

MEMBER MINIMUM AGE REQUIREMENT

- The minimum age of a person availing the facilities of Gym and Spa should be 18 years

MEMBERSHIP CARDS

- The Orchard Retreat & Spa Membership card must be presented each time at the gate in order to gain entry to The Orchard Retreat & Spa, Srinagar and must be presented at the time to avail the facilities on printed tariff within The Orchard Retreat & Spa, Srinagar. Lost, stolen or damaged membership cards should be reported to The Orchard Retreat & Spa, Srinagar immediately. A replacement card shall be issued at a fee of INR 1000/-.

CHANGE OF INFORMATION

- In the event of change of address or any other change in information stated in the membership application form, the member is required to notify The Orchard Retreat & Spa, Srinagar within two weeks and fill out the fresh form.

PROPERTY

- No person shall remove any property of The Orchard Retreat & Spa, Srinagar from the premises.
- Members are solely responsible for their personal loss or harm within The Orchard Retreat & Spa facilities.

RESERVATIONS & CANCELLATION POLICY

- We highly recommend that a member books the services in advance; he / she would like to avail, to ensure that preferred time and service is available. Please note The Orchard Spa has a 24 hours cancellation policy for all services, including treatments and wellness activities.
- Cancellation within 24 hours will incur 50% charge of the listed price of the reserved service. Cancellation within 12 hours or a no show will incur a 100% charge.
- All workshop classes must be registered in advance and paid at the time of registration. The charge of all workshops and classes are non-refundable.



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LIABILITY

- While all reasonable care is taken by The Orchard Spa to ensure a safe environment, the owners and management of The Orchard Spa shall not be held responsible or liable for any loss or damage to property whatsoever or any bodily injury, accident, or death howsoever caused, sustained or incurred arising out of or in any way connected with the use of facilities, whether proper or otherwise of any of the equipment and / or facilities, whether defective or not, of The Orchard Retreat & Spa, Srinagar. Members are advised to undergo a medical examination prior to using the facilities of The Orchard Retreat & Spa, Srinagar in their own interest.

NOTICE

- The Rules and Regulations are subject to amendments at any time as required by The Orchard Retreat & Spa, Srinagar. The Orchard Retreat & Spa, Srinagar reserves the right to hold private events in the Spa / poolside without advance notice.

MEMBERS GUEST & REFERRALS

- Non-member guest should be accompanied by the member to access the resort for using our facilities.

LOYALTY PROGRAM

- Loyalty program would be put in place in near future and the members will be informed about the benefits and rewards of this program when implementation.
- The loyalty program would entitle complimentary lunch / dinner and / or stay for one night depending on certain condition as shall be informed.

DISPUTES

- Should any dispute arise, The Orchard Retreat & Spa, Srinagar reserves the right to arbitrate the final decision.

VALIDITY

- The membership shall be valid for a period of one year and will require renewal thereafter

Cost of membership kit: INR 1,100/-

Management would like to clarify that only membership is free of charge, usage of all facilities at the resort shall be charged as per tariff.